

# Manager Overview

## MISSOURI WIC CHECK REDEMPTION PROCEDURES

Proper collection and completion of the WIC checks by the cashier in your store will ensure efficient and accurate payment of WIC claims submitted to the Department for reimbursement. The Department will reimburse only valid WIC checks. Invalid and/or altered WIC checks will not be paid.

When a WIC customer is redeeming a WIC check, there are several things the cashier must do: review the WIC check, ensure the proper WIC approved foods are issued, and record the necessary vendor's information on the check. Some WIC customers may choose to redeem more than one WIC check during a single visit to your store. **Do not ring up the food items and checks together on a single receipt.** Each WIC check is to be treated as a separate transaction and should have a separate receipt. The following steps will help your store redeem WIC checks properly.

### 1. REVIEW THE WIC ID FOLDER

When presented to your cashier, a VALID WIC ID FOLDER must contain the: PARTICIPANT'S SIGNATURE. A WIC customer should have signed in the "Head of Household (Guardian) Signature" or "Proxy Signature" block located in the WIC folder before coming to the store. If the WIC Participant Identification Folder is not signed you may ask for photo identification in the form of a Missouri identification card or drivers license. If the WIC customer does not have either form of photo identification, give the WIC check back to the WIC customer and refer them back to the local WIC provider.

If the WIC customer has photo identification, record the driver's license number or social security number and birth date on the back of the WIC check. It is important that the client name appear in the "Head of Household (Guardian) Signature" or "Proxy Signature" block and the signature they place in the "Participant's Signature" block matches.

### 2. REVIEW THE WIC CHECK

When presented to your cashier, a VALID WIC CHECK must contain the following information:

- PARTICIPANT NAME
- FIRST-DATE-TO-USE: The first day the check can be used by the customer, or accepted at the store.
- AUTHORIZED FOOD CATEGORIES/QUANTITIES/DOLLAR MAXIMUMS:  
The check is valid only for the purchase of the WIC authorized foods printed on it.
- LAST-DATE-TO-USE: The last day the customer may use the check and the store can accept.

**Do Not Accept any WIC Check that does not have all four (4) items listed or has been altered.** Cashiers may accept the WIC check beginning on the FIRST-DATE-TO-USE through the LAST-DATE-TO-USE printed on the face of the check.

**REMEMBER:**

- DO NOT ACCEPT CHECKS BEFORE THE FIRST-DATE-TO-USE.
- DO NOT ACCEPT CHECKS AFTER THE LAST-DATE-TO-USE.
- DO NOT ACCEPT CHECKS MISSING THE FIRST OR LAST-DATE-TO-USE.
- DO NOT ACCEPT CHECKS WITH AN ALTERED FIRST OR LAST-DATE-TO-USE OR ANY OTHER ALTERATIONS TO THE CHECK.
- DO NOT ACCEPT CHECKS WITH INFORMATION WRITTEN IN PENCIL.

*For specific examples, refer to the Manual, which follows this Manager Overview.*

**3. SORTING AND VERIFYING WIC-APPROVED FOODS**

The Missouri WIC Program authorizes specific nutritious foods and allowable quantities that a store can issue. A WIC Approved Food List and a WIC Approved Foods brochure are provided to each store to assist the cashier with identification of the current WIC Approved Foods. WIC checks can only be redeemed for the specific WIC Approved food items and quantities listed on the check. These food items are issued to WIC participants to address specific nutritional deficiencies. DO NOT substitute any item listed on the WIC check.

Once the cashier has reviewed the WIC check, proceed with the following steps.

- a. GROUP THE WIC FOODS TOGETHER:** WIC foods should be rung up separately from other foods.
- b. SORT WIC FOODS BY FOOD ITEM:** Group the juices together, cereal together, cheese together, etc.
- c. VERIFY ALLOWABLE BRANDS:** Check the WIC Approved Foods List or Brochure near your register. Food item BRANDS must match exactly.
- d. VERIFY ALLOWABLE QUANTITY:** Check the allowable quantity printed on the check. Food item SIZE must match exactly what is listed on the WIC Approved Foods List/Brochure and the WIC check.

**4. CASHIER COMPLETION OF WIC CHECK**

After sorting and verifying the WIC foods, the cashier must complete the transaction by writing information on the check. The cashier should enter the date of the transaction and the total sale amount on the check at the time of transaction. It is very IMPORTANT that this information is legible and complete.

**IN INK (BLUE OR BLACK), CLEARLY:**

- a. ENTER THE “DATE USED”.** Remember the date must fall ON or BETWEEN the First and Last-Date-To-Use.
- b. ENTER THE TOTAL AMOUNT OF THE TRANSACTION IN THE DOLLARS AND CENTS BOXES (MINUS TAXES).**

The amount paid to your store will not exceed the authorized amount in the “Maximum Purchase Price Must Not Exceed” box. If the customer selects items that exceed the maximum price shown in the “Maximum Purchase Price Must Not Exceed” box, the vendor has three (3) options:

- If you have an item that was not WIC approved, was in excess of the quantity that was authorized or if there was tax added, on the receipt, you can circle the item and deduct that amount from the total. Draw one line through the total sales amount on the receipt and write the correct amount **ABOVE** the printed amount on the receipt and initial the change. Then on the WIC check, draw one line through the written amount and write the correct amount **ABOVE** it and initial the change.
- If all of the items purchased are WIC approved and the transaction still goes over the printed amount on the check, you can lower your price below the “Maximum Purchase Price Must Not Exceed” amount by drawing one line through the written amount and write the corrected amount **ABOVE** it and initial the change. Draw one line through the total sales amount on the receipt and write the correct amount **ABOVE** the printed amount on the receipt and initial the change.
- If all of the items purchased are WIC approved and the transaction still goes over the printed amount on the check, you can send the check to the state WIC office on an appeal form explaining why the transaction exceeded the check amount. **If the check is improperly redeemed, but there are extenuating circumstances, you may send the check to the state WIC office on the Approval Request for No-Paid WIC Checks form (WIC-77). The form is located in Appendix F of the WIC Vendor Manual.**

**c. HAVE THE CUSTOMER SIGN THE WIC CHECK**

Remember, do not accept a check that has been pre-signed. Do not accept a check if the WIC Identification Folder does not have a “Head of Household (Guardian) Signature” or a “Proxy Signature” **or** if the “Participant’s Signature” is not the same as the signatures on the WIC Folder. If the check has been signed, draw a single line through the signature, then have the customer sign the check again below the “Participant’s Signature” again.

**d. ENTER THE WIC VENDOR NUMBER**

This is done later by stamp prior to the check being deposited into the vendor’s bank.

This must be completed prior to submission to the Department for payment.

*For specific DO'S & DON'TS for Cashiers, refer to the Manual that follows this Manager Overview.*

Remember that you should **NOT SUBSTITUTE WIC FOOD ITEMS**.

Issue only the approved WIC food items printed on the WIC check. Failure to follow this rule will cause your store to be found in violation of the *WIC Vendor Agreement*.

You may accept all valid Missouri WIC checks from the **First-Date-To-Use** through the **Last-Date-To-Use**, regardless of which Local WIC Agency issued the checks.

**e. NO SEPARATE CASH REGISTERS FOR WIC CUSTOMERS**

Separate cash registers for WIC customers are not permissible as it is a form of discrimination.

Discrimination is not permitted by Federal Regulation or the WIC Vendor Agreement.

**f. COMPANY DISCOUNT CARDS, IN STORE SALES/PROMOTIONS AND RETAILER AND MANUFACTURER’S COUPONS**

WIC customers are encouraged to use “cents off” coupons. If a WIC customer presents to your cashier a cents off coupons, your cashier must take cents off the Total Sales Amount.

**g. CONTRACT FORMULA AND FORMULA EXCHANGES**

The Missouri WIC Program has a competitive bid contract with a particular manufacturer of infant formula. The primary contract infant formulas for the Missouri WIC Program are Enfamil LIPIL with Iron®, Prosobee LIPIL®, and Lactofree LIPIL®. No other formulas may be sold unless the WIC check clearly specifies another brand.

If the vendor does not have the quantity of the formula prescribed on the check, the vendor should allow the WIC customer the quantity that is in the store and then complete a Partial WIC Formula Redemption Form. The WIC customer should be advised to take the form back to the Local WIC Agency within ten (10) days where a new check will be issued for the remaining formula.

No formula purchased with WIC checks may be returned for cash. If there is a problem, refer the customer to the Local WIC Provider.

## **FREQUENTLY ASKED QUESTIONS (FAQs)**

### **1. WHAT IS AN INVALID WIC CHECK?**

When one or more of the following applies, the check is invalid:

- NO FIRST-DATE-TO-USE.
- NO LAST-DATE-TO-USE.
- NO VENDOR NUMBER.
- SUBMITTED TO THE STATE FOR PAYMENT WITH NO SIGNATURE IN THE PARTICIPANT'S SIGNATURE BOX.
- THE CHECK HAS BEEN ALTERED.
- THE CHECK WAS ACCEPTED BEFORE THE FIRST-DATE-TO-USE.
- THE CHECK WAS ACCEPTED AFTER THE LAST-DATE-TO-USE.

**WARNING: THE VENDOR WILL NOT BE PAID FOR ACCEPTING INVALID CHECKS. THERE IS NO APPEAL FOR ACCEPTING AN INVALID CHECK.**

### **2. ARE WIC CHECKS LIKE PERSONAL CHECKS?**

Your cashier should treat each WIC check like you would in accepting a personal check. That is, all the designated information must be present on the check before acceptance. Only the person named in the "Head of Household (Guardian) Signature" or "Proxy Signature" listed in the WIC Identification Folder may redeem the check. Forging the recipient's signature or validation information on WIC checks can result in your store being disqualified from the WIC Program.

### **3. CAN I SUBSTITUTE ITEMS?**

**NO!** There is not to be any substitution, IOU or Rain Checks for WIC approved food items. If your store is out of the approved WIC food, two (2) choices exist: (1) the customer takes the check to a different WIC approved store, or (2) the customer does not get that specific food item. The WIC program strongly encourages the WIC customer to get all items on the WIC check.

### **4. WHY THE "STORE BRANDS"**

Store Brands meet the same nutritional standards as the nationally advertised brands. By using the Store Brands, the WIC Program pays for a nutritionally equivalent, lower cost food product. As a result, the program is able to serve more Missourians in need of WIC assistance.

### **5. WHAT HAPPENS IF I MAKE A MISTAKE ON THE WIC CHECK?**

When incorrect information is entered on the check and you realize this at the register, just draw a single line through the incorrect information and write the correct information above the incorrect information and initial. DO NOT scribble over the incorrect information or use "white out" to cover up the incorrect information and then write the correct information over it.

*For further instructions and more detail, please read the manual that follows.* Your cashiers should read and follow the instructions for completing the manual, including the exercises that test knowledge in the Cashier Training Module Workbook.

***This completes the Manager Overview.***